

Deputation Policy updates

Toronto
Community
Housing



Tenant Q&A | November 2025

Why was the Deputation Policy updated?

In 2024, Toronto Community Housing (TCHC) and tenants started working together to make the deputation process more accessible. We focused on removing barriers so more tenants could share their voices with the Board of Directors (Board).

We heard from tenants, the Tenant Advisory Committee (TAC), and past deputants. They shared their experiences and ideas for change. One message stood out: the formal language of the old policy made it hard for many people to understand or take part in deputations.

In 2025, we drafted a plain language version of the policy. We continued work with TAC and past deputants to make sure the updated version was clear and easy to use. The Board approved the policy in July 2025.

What kind of changes were made to the policy?

The updated policy uses plain language and a simple format to make it easier to understand. It also supports tenant advocacy while keeping the process organized and fair.

Where can I find the updated policy?

You can read the updated policy on our website at torontohousing.ca/deputation-policy.

You can also find the policy at torontohousing.ca/deputations, under “Important links”.

I don't have access to a computer. Where can I get a copy of the policy?

Staff can print out a copy of the policy for you. You can also visit your local service office or contact the Client Care Centre and request a copy to be mailed to you.

Where can I learn more about deputation?

On our website at torontohousing.ca/deputations, you can find an overview of the Deputation Policy, process, and how to get involved.

How can I get involved in deputation process?

As a tenant, you know first-hand how the decisions made by Toronto Community Housing affect your community. We encourage you to:

- [Learn more about deputations.](#)
- [Register to speak at an upcoming Board or Committee meeting.](#)
- [Sign up for email updates.](#)
- [Watch public Board and Committee meetings live on YouTube.](#)
- Attend a meeting to experience Board and Committee meetings in-person.

Visit torontohousing.ca/deputations to learn more.

Who can depute?

Tenants, staff, or members of the public can register to depute. The policy applies to anyone who wants to share their feedback on a public Agenda item at a TCHC Board or Committee meeting.

I still have questions. Who can I contact?

If you still have questions about the policy, process, or how to get involved, contact **Sonia Fung, Committee Secretary**, at [416-981-4286](tel:416-981-4286) or deputations@torontohousing.ca.

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